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# The Beat: October 2009

CentraCare Health

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**Do you have an idea for the *Beat*?**

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## Your work helps CentraCare weather the recession



Dear Friends:

This has been quite a year for CentraCare Health System. We have touched thousands of lives, won many awards for that work and remained strong during an economic recession. I am grateful for

everything that each of you has done to help us be the region's premier health care provider as well as Minnesota's Best Place to Work.

When we meet with area business leaders this fall in our annual Report to the Community, we will share patient success stories, brag about our employees and report the health system's financial performance. The media will report on the dollars and cents, but I want you to learn about that here first.

Like businesses and organizations across the country, CentraCare was rocked by the recession during the past year. As you know, we responded by:

- Recruiting physicians to the region, allowing us to provide more services to more patients;
- Increasing inpatient volumes at a time when many facilities in the Twin Cities experienced declines;
- Adjusting staffing to enhance efficiency and productivity, repairing rather than replacing capital equipment, delaying hiring and implementing numerous cost-saving measures suggested by employees.

The result? Fiscal Year 2009 ended with a solid operating margin. Every one of you played a role in helping offset the significant non-operating losses that were beyond anyone's control. CentraCare's operating margin for the year was 6.9 percent, a sizable increase from 2.8 percent the previous year. Our non-operating losses are nearly twice the amount of our operating margin. However, as the economy improves, we expect to see a significant improvement in these assets and bond-related losses.

You may wonder why a not-for-profit health care system needs to have a positive bottom line. It is as simple as this: We need that money to fulfill our mission. We reinvest those earnings in the people, facilities and equipment that allow CentraCare Health System to meet the region's health care needs.

Thank you for helping CentraCare make a difference for patients and their families.

Sincerely,



Terry Pladson, MD  
President, CentraCare Health System

## **CentraCare pharmacies awarded certification**

CentraCare Health System Pharmacy Services, located at CentraCare Health Plaza, Becker, Heartland and St. Cloud Hospital, have been certified by the American Board of Certification in Orthotics, Prosthetics and Pedorthics. This new certification is required of pharmacies in order to provide durable medical equipment services and diabetic supplies for Medicare patients. The pharmacies will need to be re-certified every three years.

## **Corene Kain receives Volunteer of the Year award**

Congratulations to Corene Kain, who was awarded the 2009 St. Cloud Hospital Volunteer of the Year Award during the annual volunteer awards ceremony Sept. 22. This award recognizes a truly exceptional volunteer for his or her outstanding dedication, commitment and service to St. Cloud Hospital. Corene has been a beloved member of St. Cloud Hospital's volunteer program for 35 years. Other volunteers also were recognized with milestones of service from 100-15,500 hours. Currently there are more than 900 volunteers providing service to St. Cloud Hospital.



## **Operating Room open house**

Give your family a fascinating behind-the-scenes look at St. Cloud Hospital operating rooms from 6-8:30 p.m. Nov. 12. Tours begin in A Lobby. Explore surgical careers and learn about the latest surgery procedures and technology, including the da Vinci robot. Sponsored by St. Cloud Hospital perioperative nurses. Call 299-4980 for details.

## **Kids & Parents Expo**

St. Cloud Hospital Women & Children's Center will provide information about keeping children healthy from 10 a.m. to 4 p.m. Nov. 7 at the St. Cloud Civic Center. Adults \$3; Kids 12 and under, free.

## **Gratitude and Your Health**

Find the secret to health and happiness at this special Thanksgiving month talk from 6:30-8 p.m. Nov. 9. Ruth Stanley, OSB, will demonstrate the mental, physical and emotional benefits of a grateful heart. Before leaving, you will take the first step toward expressing your gratitude by creating your own thank you card. \$10. For more information, or to register for this St. Cloud Hospital Women & Children's Center program, please call 229-5139.

## **Ice Fishing Seminar**

St. Cloud Hospital Respiratory Care is featuring an Ice Fishing Seminar at 7 p.m. Nov. 18 at CentraCare Health Plaza with fishing pro and hall-of-famer, Dave Genz. The evening includes a silent auction. Cost is \$5. Advanced tickets are available at Respiratory Care, from 8 a.m. to 3:30 p.m., Monday through Friday, or the evening of the event at the door. Proceeds benefit the Breath Savers Support Group. For more information, call 251-2700, ext. 54345.

## **Perinatology Clinic expands hours of service**

As demand has increased for high-risk obstetrical care in Central Minnesota, St. Cloud Hospital Women & Children's Center, in collaboration with Minnesota Perinatal Physicians, has expanded its hours of service to all day every Monday, Wednesday and Thursday. The clinic services include, but are not limited to:

- Perinatology consultation;
- Amniocentesis testing;
- Level II ultrasound;
- Genetic counseling.

To refer a patient, or for more information, please call 229-4913.

## **Extended clinic hours in St. Joseph**

CentraCare Clinic – St. Joseph has extended its clinic hours for urgent care appointments to 8 p.m. Thursdays. These extended hours are available to all CentraCare Clinic Family Medicine patients.

## **Flu vaccination message**

During the coming weeks and months, much public and media attention will be paid to vaccination against both seasonal and H1N1 influenza. Our patients, families, and friends look to us as a source of accurate information regarding health care matters. We strongly encourage every health care worker to become informed, and then to be vaccinated as appropriate.

To learn more about seasonal and H1N1 flu, go to CentraNet on the home page or the Employee Health/Infection Control tab.

## **Health literacy - What is it?**

Gain a better understanding of health literacy concepts and how to integrate them into your work. Presented by Allen Horn, MD, president, CentraCare Clinic, and Rosemond Sarpong Owens, MPH, CentraCare Health System health literacy/cultural competency specialist, from 12:30-1:30 p.m. Oct. 21 in St. Cloud Hospital's Hoppe Auditorium or from 12-1 p.m. Oct. 30 in the Windfeldt Room at CentraCare Health Plaza. Contact hours available. To register, call 255-5642

## **Sleep issues with Multiple Sclerosis**

Join Troy Payne, MD, neurologist and medical director at the St. Cloud Hospital Sleep Center as he discusses common sleep issues seen in people with MS and provides tips to manage them effectively from 7-8 p.m. Nov. 11 in the Windfeldt Room at CentraCare Health Plaza. Call (800) 582-5296 and ask for Jeff or visit [www.MSsociety.org](http://www.MSsociety.org) and click on Programs & Services and then Program Calendar for more information.

## **Stroke & blood vessel screenings**

St. Cloud Hospital offers three simple 15-minute screenings to determine your risk for stroke, peripheral vascular disease and abdominal aortic aneurysm. Cost is \$35 for each screening. To schedule a weekday appointment, call Imaging Services at CentraCare Health Plaza, at 229-5199, ext. 74986.